

**FACTORS INFLUENCING INTENTION RESISTANCE TO CHANGE:  
A STUDY OF JABATAN ZAKAT NEGERI KEDAH DARUL AMAN.**

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## ABSTRACT

*This study investigates the factors influencing intention resistance to change: A study of Jabatan Zakat Negeri Kedah Darul Aman (JZNK). A research model was developed based on Theory of Reasoned Action to indicate the relationship between attitudes and subjective norms towards intention resistance to change.*

*The objectives of the study are to determine the relationship between attitudes towards intention resistance to change and to examine the relationship between subjective norms and intention resistance to change in organization. This study used the quantitative method involving 80 employees of JZNK. The study hypotheses have been tested by using multiple regression analysis. The results of the study found attitudes factor is supported while subjective norms factor is not supported the hypotheses, which accept the hypothesis  $H_1$  and reject  $H_2$ .*

## ABSTRAK

*Kajian ini menyelidik faktor-faktor yang mempengaruhi halangan niat untuk berubah di dalam organisasi: Satu Kajian di Jabatan Zakat Negeri Kedah Darul Aman. Model kajian adalah dibentuk berdasarkan Teori Tindakan Bersebab bagi menunjukkan hubungan diantara tingkahlaku dan norma subjektif terhadap halangan niat untuk berubah.*

*Objektif kajian adalah bagi menentukan hubungan diantara tingkahlaku terhadap halangan niat untuk berubah dan mengkaji hubungan diantara norma subjektif dan halangan niat untuk berubah di dalam organisasi. Kajian ini adalah menggunakan kaedah kualitatif yang melibatkan kajian ke atas 80 orang pekerja di Jabatan Zakat Negeri Kedah. Hipotesis kajian telah diuji menggunakan kekuatan analisa pengaruh. Keputusan kajian menunjukkan faktor tingkahlaku menyokong manakala faktor norma subjektif adalah tidak menyokong, iaitu menerima hipotesis  $H_1$  dan menolak  $H_2$ .*

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter discusses an overview of the research background and organization profile. The problem statement is focusing on the areas of factors influencing intention resistance to change at the actual and desired states. Furthermore, this chapter also highlighted on the research questions, research objectives, scope of the study and finally significant of the research.

### **1.1 Research Background**

Change is a common occurrence within organization and resistance to change is just as common. Resistance is major challenging for organization to implement changes in organization (Bushman, 2007). Resistance to change has long been recognized as a critical important factor that can influence the success or failure of an organizational change effort. Ansoff (1988) defines resistance as various phenomenon's which introduce unanticipated delays, costs and instabilities into the process of a strategic change. Schein (1988) believes resistance to change to be one of the most present organizational phenomena.

Maurer (1996) indicated that one-half to two-thirds of all major organization change efforts fail and resistance is the little recognized but critically important contributor to that failure. It aligned with Oakland and Sohal (1987), whereby they found that resistance was one of the major impediments to the use of production management techniques by British production managers. Furthermore, Eisen (1992) and Terziovski (1997) found resistance by management and workers to be the major impediments to the use of quality management practices in Australian manufacturing industry. Thus, these issues should be well managed to ensure successful implementation organization change for the sake of organization growth and survival.

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